

DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



3rd Quarter FY14 Customer Survey Results Executive Board

Tracy Sokolowski, J411
Aug 2014



3rd Quarter ICE Survey High Level Summary

AOP Response Rate Goal

RESPONSE RATES	APR		MAY		JUN		3 rd Qtr TOTALS	
Business Area	Sent	Resp	Sent	Resp	Sent	Resp	Sent	Resp
RTD/LESO	859	224	305	83	343	82	1,507	389
Transportation / Turn-in	1,043	107	776	111	963	210	2,782	428
Hazardous Waste (HW)	68	17	163	32	123	18	354	67
General Comment Cards		9		17		12	0	38
TOTALS:	1,970	357	1,244	243	1,429	322	4,643	1,022
Overall Resp Rate	100%		89%		69%		20%	

SATISFACTION

Business Area	APR	MAY	JUN	3 rd Qtr	R/Y/G
RTD / LESO	93%	93%	97%	94%	●
Transportation / Turn-in	94%	88%	93%	92%	●
Hazardous Waste (HW)	88%	93%	88%	90%	●

20

92

FY14 AOP Goal is 90%




Standard ICE Questions























































1st Qtr. Results

 5.00-4.00

 3.99-2.75

 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

Question	REUT /LESO				TRANS/TURN-IN				HW Disp			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	1	2	3	4	1	2	3	4	1	2	3	4
Facility Appearance	 6	 2	 0 ↑		 4	 6	 7 ↑		 0	 8	 8 ↓	
Employee Staff/Attitude	 0	 5	 6 ↑		 2	 5	 1 ↑		 4	 9	 5 ↓	
Timeliness of Service	 9	 8	 0 ↑		 0	 0	 7 ↑		 5	 4	 6 ↓	
Hours of Service	 1	 4	 4 ↔		 9	 3	 7 ↑		 2	 5	 5 ↓	
Did the product or service meet your needs?	 0	 0	 0 ↓		 0	 0	 0 ↔		 0	 0	 0 ↑	
Overall Satisfied	 0	 0	 0 ↔		 0	 0	 0 ↑		 0	 0	 0 ↓	

100-90%

89%-70%

69%-0%



Standard Question (All Business Areas)

2nd Qtr Results

100-90%

89%-70%

69%-0%

Question	REUT /LESO				TRANS/TURN-IN				HW Disp			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
G3: In your latest interaction with DLA Disp Svcs – did you feel valued as a customer?	90%	90%	100%		90%	90%	100%		90%	90%	100%	
G3a: If no, please select from the drop down where we can most improve												
- Ease of doing Business	30%	25%	17%		31%	29%	30%		25%	0%	17%	
- Competency in resolving problems	11%	0%	6%		10%	19%	16%		0%	0%	0%	
- Responsiveness (timely in getting back to you)	24%	25%	33%		30%	21%	36%		50%	0%	17%	
- Consistency in stating procedures	8%	5%	8%		9%	12%	9%		0%	0%	0%	



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

(x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
R1: Which type of Disposal Services customer are you? (392)				
- Reutilization (130)	36%	37%	33%	
- Transfer/Donation (Combined) (12)	0%	2%	3%	
- LESO (226)	59%	56%	58%	
- Firefighter, CFL, Other (Combined) (24)	5%	5%	6%	
R2: How would you rate your experience in using the Reutilization Transfer Donation (RTD) WEB (384)			↓	
- Good (266)	68%	71%	69%	
- Fair (106)	27%	24%	28%	
- Poor (12)	5%	5%	3%	



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

% of Customers who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
R3: If you requested assistance during the screening/requisition process, did you get the help you needed? (309)	93%	96%	94%	
R4: For DOD customer only - was the property delivered by the Required Delivery Date (RDD)? (129)	86%	83%	84%	
R4a: If "no" to the previous question, was the property delivered within: (19)				
- 1-2 weeks of RDD (6)	16%	55%	32%	
- 3-4 weeks of RDD (5)	32%	18%	26%	
- more than 4 weeks of RDD (8)	53%	27%	42%	



Transportation/Turn-in Customers

(x) Represents number of respondents for that question 100%-90% 89%-70% 69%-0%

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
T1. How would you rate your experience using EDOCS (Electronic Document System) for retrieving your DD1348-1s? (367)			↓	
- Good (262)	73%	75%	71%	
- Fair (75)	22%	19%	20%	
- Poor (30)	5%	5%	8%	
T2. When was your turn-in receipt (signed 1348-1) available in the Electronic Documents (EDOCS) system? (318)			↑	
- Less than 4 days (187)	60%	57%	59%	
- 4-5 days (62)	20%	20%	19%	
- More than 5 days (69)	20%	23%	22%	
T3. How would you rate your experience using the Scheduler system? (339)			↔	
- Good (238)	69%	70%	70%	
- Fair (67)	22%	19%	20%	



Transportation/Turn-in Customers

(x) Represents number of respondents for that question

100%-90%

89%-70%

69%-0%

% of Customers who answered Yes

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
T4. If you agreed to have Receipt in Place (RIP) property, did we honor the agreed upon time for removal from your location? (155)	92%	87%	89%	
T5. If you turned in property at a Disp Svcs site and were sent back or called back later due to problems, what was the reason given? (57)				
- Improper or lack of paperwork (28)	54%	58%	49%	
- Truck considered unsafe to unload (0)	2%	5%	0%	
- Radiation was detected (0)	2%	0%	0%	
- Hours of operation (5)	5%	0%	9%	
- Other (24)	38%	37%	42%	
T6. If you experienced an issue with your turn-in or shipping, was it corrected to your satisfaction? If NO, please state specifics (in comments) (159)	89%	82%	85%	



Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

x) Represents number of respondents for that question

% of Customers
who answered Yes

Question	1 st Qtr Surv ey	2 nd Qtr Surve y	3 rd Qtr Surve y	4 th Qtr Surv ey
HW1. In the past month, have you retrieved HW information from the Disp Svcs web based reporting system? (60)	16%	38%	33%	
HW1a. If YES - how would you rate your experience in retrieving the information? (21)			↑	
- Good (18)	40%	33%	86%	
- Fair (2)	60%	67%	9%	
- Poor (1)	0%	0%	5%	
HW2. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste disposal contract? (62)	88%	100%	92%	↓



Outstanding Personnel

Employees complimented by name in survey comments:

EAST

- Phillip Rolfe Aberdeen
- Morgan Gunn Meade
- Janet Mullis Meade
- Chris Newlund Ft. Dix (Meade)
- Robert Strickland **(3 times)** Cherry Point
- Richard Streath Cherry Point
- Leroy Goal Bragg
- Roosevelt Tennison Bragg
- Eugenia Lyles Bragg
- Bradly Rhoads Letterkenny
- Forrest Brown Eglin
- Niyoko Williamson Eglin
- Greg Ottey Lejeune
- Dan Gerjets **(twice)** Jackson
- Justin Frey Tobyhanna
- Cynthia Anderson Susquehanna
- Thomas Hamilton Jacksonville
- Lorin Glenn Jacksonville
- Steven Biacco Groton

MID AMERICA

- Debra White **(twice)** Campbell
- Anthony Jones **(twice)** Campbell
- Brandon Broderick **(twice)** Sparta
- Scott Humburg **(twice)** Sparta
- James Nagel Riley
- Gamble Alton Riley
- Brad Wise Riley
- Debbie Carr Anniston
- Alan Wilson Anniston
- Victor Ambegia Little Rock
- Rich Witthuhn Texarkana
- Loren Ringo Wright Patt
- Michael Bish Wright Patt
- Carrie Fenner Columbus
- Erie Keitt Columbus
- Tom Dornhimer Columbus



Outstanding Personnel (Cont.)

Employees complimented by name in survey comments:

WEST

- Terry Dale Holloman
- Steve Kelley Col Springs
- Monica Tilford Col Springs
- Tom Haegele **(twice)** Col Springs
- Mark Crane Col Springs
- David Sams Col Springs
- Lenore Vascoe Tucson
- Tim Anderson Lewis
- Paul Bernarte Lewis
- Gil Pepin Lewis
- Karen Powers Lewis
- Gabe Isernia Sierra
- Jennifer Rivera Pendleton
- Carrie Clark Pendleton
- Robert Eckenrode Pendleton
- Clark Field Pendleton
- Rey Guerrero Pendleton
- Chance Young Tracy
- David Williams Tracy

PACIFIC

- Michael Kelly Misawa
- Suk Cha Yi Gimcheon
- Joseph Mendiola Pearl Harbor
- Kumeo Yamasato Pearl Harbor

EUROPE/AFRICA

- Joseph Beyer **(twice)** Rota
- Reinaldos Jimenez Rota
- Joaquin Del Castillo Rota
- Tiffany Emmons Livorno
- Ursula Lee Schweinfurt
- Robert Lang Kaiserslautern
- Todd Lutter Kaiserslautern
- Marion Eberlein Schweinfurt

HQ BC

- John Williams LESO
- Tammie Mejia Transportation



HONORABLE MENTIONS

Employees complimented NOT by name:

- Terry Dale's crew at Holloman
- Employees at Red River
- Employees at Sill
- DSRs at Cherry Point
- RTD Reps at Cherry Point
- Receivers at Cherry Point
- Property Disposal Specialist at Col Springs
- Aviano employees
- Camp Pendleton employees
- COR at Riley
- COR at Kirtland (**twice**)
- Employees providing CFL assistance at Barstow
- Environmental Specialist at Rota



Outstanding Sites

Sites complimented by name in survey comments:

EAST

- Cherry Point (**three times**)
- Bragg (**three times**)
- Richmond (**twice**)
- Aberdeen
- Susquehanna (**twice**)
- Drum
- Eglin
- LeJeune
- Cape Canaveral
- Groton
- Jacksonville
- Jackson

WEST

- San Diego (**three times**)
- Tucson (**three times**)
- Great Falls (**twice**)
- Holloman (**twice**)
- Colorado Springs
- Fairbanks
- Sierra
- Fairchild
- Lewis

MID AMERICA

- Columbus (**five times**)
- Little Rock
- Offutt
- San Antonio (**four times**)
- Sparta (**three times**)
- Selfridge
- Campbell (**twice**)
- Knox
- Scott
- Huntsville (**twice**)
- Hood
- Anniston
- Warner Robins (**twice**)
- Wright Patterson
- Sill
- Crane

EUROPE/AFRICA

- Kaiserslautern (**twice**)
- Molesworth

PACIFIC

- Okinawa (**twice**)
- Sagami (**three times**)
- Misawa (**twice**)
- Gimcheon
- Guam
- Pearl Harbor

HQ

- LESO (**seven times**)
- RTD (**twice**)
- Transportation



Sample Comments

(Site Compliments and other comments)

Great people at field location. I feel the facility is not large enough to accommodate the customer traffic at this location.

"...The (RTD WEB) site has definite value ... However, the items arrive not as shown. I only search cat A items for them being close to new, I have received broken items, items that don't match the picture. It tends to be a junk swap. There needs to be consistency in the listing process..."

I have a great assistance by Ms. Ursula Lee at **Schweinfurt** and also by Mr. Robert Lang / Todd Lutter at **Kaiserslautern**

OUTSTANDING... Strickland has done a great job here at **Cherry Point**. He makes sure the war fighter is getting the best customer service on base and lets the squadrons know what he has via emails and follows up to make sure you are good to go.

McCConnell AFB has a DLADS representative who continues to provide outstanding service to his customers, he also makes himself available for special hours/in-service days when he's available on base. Extremely knowledgeable, good attention to detail for turn-in documents. **Great to work except I believe he's a Kansas City Chiefs fan, well can't win them all...he's a winner in my book.** Thanks."

Ms Yi, Suk Cha who works at DRMO **Gimcheon** takes care of customer so good.

The people that work at DLA **Great Falls** are the best when it comes to customer service. They take time to help train the customer on how to do the paper work and how to make turn-ins go fast and efficient.

Picked up ATV at Lejeune. Called first and ask about condition, Lejeune advised good shape condition F repairable. Drove 8 hours each way for the ATV got it back and found the computer system gone and all the electronics gone. Should been a condition



WHAT ARE CUSTOMERS SAYING?

DE IN REUTILIZATION COMPLAINTS THIS QUARTER

still many (49) complaints about wanting more photos and better descriptions of property. (Only 2 compliments on improvements)

quite a few (17) comments still about not liking the notifications they receive from RTD Web. Unclear as to if rejected or forwarded ... "system speak" like: "SENT TO EBS" doesn't tell them anything (coincides with RED on RTD Web)

A handful of others on wasted trips (property gone), conditions codes incorrect and misleading, shipping issues (still waiting for property), etc.

OTHER

Wait time still being mentioned as well as EDOCs copies (still RED on this one)



FINAL THOUGHTS

- Continuing to do excellent at hitting Response Rate and Satisfaction goals – as well as general questions up front - ALL GREEN
- Concerned about overload of complaints on Reutilization – especially given turn in photo plan ... not enough?
- Again - can't say enough about the continued praises of our hard-working folks in the field!

**84 Site
Compliments!**

**75 Employee
Compliments!**



NEW INFO - D2

- New question(s) being added in July to get a pulse check on D2 and any impact on customers during 4th quarter

QUESTION:

- Have you experienced any changes in the level of support you receive from your local Disp Svcs site in the last 90 days?
 - DROP DOWN: Yes/No
- If yes - was the change you experienced positive or negative?
 - DROP DOWN: Positive/Negative
 - Please elaborate in the comment section at the end of the survey.